

3. The inter-module communication of claim 2, wherein  
said customer relations management system information further comprises at least one of queuing  
information, statistical information, connection information and rule information.

4. The inter-module communication of claim 1, wherein  
said message comprises a command, said command configured to cause a module receiving said  
message to perform an operation.

5. The inter-module communication of claim 1, wherein  
said message comprises a request, said request configured to cause a module receiving said  
message to reply with other customer relations management system information.

6. The inter-module communication of claim 1, wherein  
said message comprises a notification, said notification comprising other customer relations  
management system information, said other customer relations management system  
information being generated by a module generating said message.

7. The inter-module communication of claim 1, wherein  
said message is communicated in order to perform a function,  
said function is one of an agent-related function, a work item-related function, a statistics-related  
function and an administrative function.

8. The inter-module communication of claim 7, wherein  
said agent-related function is one of an AgentLogin command, an AgentLogout command, an  
AgentInitAuxWork command, an AgentAllMediaAvailable command, a  
ChangeAgentMediaMode command, a ChangeAgentSkill command, a  
RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState  
request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a  
RequestAgentWorkItemList request and a RequestAgentMediaState request.

9. The inter-module communication of claim 7, wherein  
said work item-related function is one of an AddWorkItem command, a RequestWorkItemStatus  
request, an AcceptWorkItem command, a RejectWorkItem command, a  
CompleteWorkItem command, a WrapUpWorkItemResponse command, a  
WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem

6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent  
7 command and a TransferWorkItemToRoute command.

1 10. The inter-module communication of claim 7, wherein  
2 said statistics-related function is one of a SetChannelStatInterval command, a SetRouteStatInterval  
3 command, a StartAgentStat command, a StopAgentStat command and a  
4 GetSystemStatistics request.

1 11. The inter-module communication of claim 7, wherein  
2 said administrative function is one of a UQOpenConnection command, a UQReopenConnection  
3 command, a UQInitRules command, a UQReplaceRules command and a UQDisconnect  
4 command.

1 12. An inter-module interface definition comprising:  
2 a message definition, wherein  
3 said message definition defines a message containing customer relations management  
4 system information.

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1 13. (Amended) The inter-module interface definition of claim 12, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 14. (Amended) The inter-module interface definition of claim 13, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 15. The inter-module interface definition of claim 12, wherein  
2 said message definition defines a command, said command defined such that a module receiving  
3 said message performs an operation.

1 16. The inter-module interface definition of claim 12, wherein  
2 said message definition defines a request, said request defined such that a module receiving said  
3 message replies with other customer relations management system information.

1 17. The inter-module interface definition of claim 12, wherein  
2 said message definition defines a notification, said notification comprising other customer  
3 relations management system information, said other customer relations management  
4 system information being generated by a module generating said message.

1 18. The definition inter-module interface definition of claim 12, wherein  
2 said message defines a function,  
3 said function is one of an agent-related function, a work item-related function, a statistics-related  
4 function and an administrative function.

1 19. The inter-module interface definition of claim 18, wherein  
2 said agent-related function defines one of an AgentLogin command, an AgentLogout command,  
3 an AgentInitAuxWork command, an AgentAllMediaAvailable command, a  
4 ChangeAgentMediaMode command, a ChangeAgentSkill command, a  
5 RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState  
6 request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a  
7 RequestAgentWorkItemList request and a RequestAgentMediaState request.

1 20. The inter-module interface definition of claim 18, wherein  
2 said work item-related function defines one of an AddWorkItem command, a  
3 RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem  
4 command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a  
5 WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem  
6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent  
7 command and a TransferWorkItemToRoute command.

1 21. The inter-module interface definition of claim 18, wherein  
2 said statistics-related function defines one of a SetChannelStatInterval command, a  
3 SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command  
4 and a GetSystemStatistics request.

1 22. The inter-module interface definition of claim 18, wherein  
2 said administrative function defines one of a UQOpenConnection command, a  
3 UQReopenConnection command, a UQInitRules command, a UQReplaceRules  
4 command and a UQDisconnect command.

1 23. (Amended) A method of inter-module communication comprising:  
2 forming a message, wherein  
3 said message comprises customer relations management system  
4 information.

1 24. The method of claim 23, wherein  
2 said customer relations management system information comprises at least one of agent  
3 information and work item information.

1 25. The method of claim 24, wherein  
2 said customer relations management system information further comprises at least one of queuing  
3 information, statistical information, connection information and rule information.

1 26. The method of claim 23, further comprising:  
2 communicating said message from a commerce server to a universal queuing system.

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1 27. The method of claim 23, further comprising:  
2 forming a command, wherein said message comprises said command and said command is  
3 defined such that a module receiving said message performs an operation.

1 28. The method of claim 23, further comprising:  
2 forming a request, wherein said message comprises said request and said request is configured to  
3 cause a module receiving said message to reply with other customer relations  
4 management system information.

1 29. (Amended) The method of claim 23, further comprising:  
2 forming a notification, wherein said message comprises said notification, said  
3 notification comprises other customer relations management system  
4 information, and said other customer relations management system  
5 information is generated by a module generating said message.

1 30. (Amended) The method of claim 23, wherein  
2 said message defines a function,

3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

1 31. The method of claim 30, wherein  
2 said agent-related function is initiated by one of an AgentLogin command, an AgentLogout  
3 command, an AgentInitAuBWork command, an AgentAllMediaAvailable command, a  
4 ChangeAgentMediaMode command, a ChangeAgentSkill command, a  
5 RequestAgentState request, a RequestAgentMediaMode request, a RequestSystemState  
6 request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a  
7 RequestAgentWorkItemList request and a RequestAgentMediaState request.

1 32. The method of claim 30, wherein  
2 said work item-related function is initiated by one of an AddWorkItem command, a  
3 RequestWorkItemStatus request, an AcceptWorkItem command, a RejectWorkItem  
4 command, a CompleteWorkItem command, a WrapUpWorkItemResponse command, a  
5 WrapCompleteWorkItem command, an HoldWorkItem command, an UnHoldWorkItem  
6 command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent  
7 command and a TransferWorkItemToRoute command.

1 33. The method of claim 30, wherein  
2 said statistics-related function is initiated by one of a SetChannelStatInterval command, a  
3 SetRouteStatInterval command, a StartAgentStat command, a StopAgentStat command  
4 and a GetSystemStatistics request.

1 34. The method of claim 30, wherein  
2 said administrative function is initiated by one of a UQOpenConnection command, a  
3 UQReopenConnection command, a UQInitRules command, a UQReplaceRules  
4 command and a UQDisconnect command.

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Please add the following claims:

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1 35. (New) The method of claim 23, further comprising:  
2 sending said message.

1 36. (New) The method of claim 35, further comprising:  
2 receiving said message.

1 37. (New) A computer system comprising:  
2 a processor;  
3 computer readable medium coupled to said processor; and  
4 computer code, encoded in said computer readable medium, configured to cause  
5 said processor to:  
6 form a message, wherein  
7 said message comprises customer relations management system  
8 information.

1 38. (New) The computer system of claim 37, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

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1 39. (New) The computer system of claim 38, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 40. (New) The computer system of claim 37, wherein said computer code is  
2 further configured to cause said processor to:  
3 communicate said message from a commerce server to a universal queuing  
4 system.

1 41. (New) The computer system of claim 37, wherein said computer code is  
2 further configured to cause said processor to:  
3 form a command, wherein said message comprises said command and said  
4 command is defined such that a module receiving said message performs  
5 an operation.

1           42.   (New) The computer system of claim 37, wherein said computer code is  
2 further configured to cause said processor to:  
3           form a request, wherein said message comprises said request and said request is  
4           configured to cause a module receiving said message to reply with other  
5           customer relations management system information.

1           43.   (New) The computer system of claim 37, wherein said computer code is  
2 further configured to cause said processor to:  
3           form a notification, wherein  
4           said message comprises said notification,  
5           said notification comprises other customer relations management system  
6           information, and  
7           said other customer relations management system information is generated  
8           by a module generating said message.

1           44.   (New) The computer system of claim 37, wherein  
2 said message defines a function,  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

1           45.   (New) The computer system of claim 37, wherein said computer code is  
2 further configured to cause said processor to:  
3           send said message.

1           46.   (New) A computer program product encoded in computer readable media,  
2 said computer program product comprising:  
3           a first set of instructions, executable on a computer system, configured to form a  
4           message, wherein  
5           said message comprises customer relations management system  
6           information.

1 47. (New) The computer program product of claim 46, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 48. (New) The computer program product of claim 47, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 49. (New) The computer program product of claim 46, wherein said computer  
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to  
4 communicate said message from a commerce server to a universal queuing  
5 system.

1 50. (New) The computer program product of claim 46, wherein said computer  
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to  
4 form a command, wherein said message comprises said command and said  
5 command is defined such that a module receiving said message performs  
6 an operation.

1 51. (New) The computer program product of claim 46, wherein said computer  
2 program product further comprises:

3 a second set of instructions, executable on said computer system, configured to  
4 form a request, wherein said message comprises said request and said  
5 request is configured to cause a module receiving said message to reply  
6 with other customer relations management system information.



1           52.   (New) The computer program product of claim 46, wherein said computer  
2 program product further comprises:

3           a second set of instructions, executable on said computer system, configured to  
4           form a notification, wherein  
5           said message comprises said notification,  
6           said notification comprises other customer relations management system  
7           information, and  
8           said other customer relations management system information is generated  
9           by a module generating said message.

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1           53.   (New) The computer program product of claim 46, wherein  
2           said message defines a function,  
3           said function is one of an agent-related function, a work item-related function, a  
4           statistics-related function and an administrative function.

1           54.   (New) The computer program product of claim 46, wherein said computer  
2 program product further comprises:  
3           a second set of instructions, executable on said computer system, configured to  
4           send said message.

1           55.   (New) An apparatus for inter-module communication comprising:  
2           means for forming a message, wherein  
3           said message comprises customer relations management system  
4           information.

1           56.   (New) The apparatus of claim 55, wherein  
2           said customer relations management system information comprises at least one of  
3           agent information and work item information.

1 57. (New) The apparatus of claim 56, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 58. (New) The apparatus of claim 55, further comprising:  
2 means for communicating said message from a commerce server to a universal  
3 queuing system.

1 59. (New) The apparatus of claim 55, further comprising:  
2 means for forming a command, wherein said message comprises said command  
3 and said command is defined such that a module receiving said message  
4 performs an operation.

1 60. (New) The apparatus of claim 55, further comprising:  
2 means for forming a request, wherein said message comprises said request and  
3 said request is configured to cause a module receiving said message to  
4 reply with other customer relations management system information.

1 61. (New) The apparatus of claim 55, further comprising:  
2 means for forming a notification, wherein said message comprises said  
3 notification, said notification comprises other customer relations  
4 management system information, and said other customer relations  
5 management system information is generated by a module generating said  
6 message.

1 62. (New) The apparatus of claim 55, wherein  
2 said message defines a function,  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

1 63. (New) The apparatus of claim 55, further comprising:  
2 means for sending said message.

1 64. (New) The apparatus of claim 63, further comprising:  
2 means for receiving said message.

1 65. (New) A method of inter-module communication comprising:  
2 receiving a message, wherein  
3 said message comprises customer relations management system  
4 information.

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1 66. (New) The method of claim 65, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 67. (New) The method of claim 66, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 68. (New) The method of claim 65, wherein  
2 said receiving of said command occurs at a universal queuing system.

1 69. (New) The method of claim 65, further comprising:  
2 performing an operation in response to receiving a command, wherein said  
3 message comprises said command.

1 70. (New) The method of claim 65, further comprising:  
2 replying with other customer relations management system information in  
3 response to receiving said message, wherein said message comprises said  
4 request.

1 71. (New) The method of claim 65, wherein  
2 said message comprises a notification,  
3 said notification comprises other customer relations management system  
4 information, and  
5 said other customer relations management system information is generated by a  
6 module generating said message.

1 72. (New) The method of claim 65, wherein  
2 said message defines a function, and  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

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1 73. (New) A computer system comprising:  
2 a processor;  
3 computer readable medium coupled to said processor; and  
4 computer code, encoded in said computer readable medium, configured to cause  
5 said processor to:  
6 receive a message, wherein  
7 said message comprises customer relations management system  
8 information

1 74. (New) The computer system of claim 73, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 75. (New) The computer system of claim 74, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 76. (New) The computer system of claim 73, wherein  
2 said receiving of said command occurs at a universal queuing system.

1 77. (New) The computer system of claim 73, wherein said computer code is  
2 further configured to cause said processor to:  
3 perform an operation in response to receiving a command, wherein said message  
4 comprises said command.

1 78. (New) The computer system of claim 73, wherein said computer code is  
2 further configured to cause said processor to:  
3 reply with other customer relations management system information in response  
4 to receiving said message, wherein said message comprises a request.

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1 79. (New) The computer system of claim 73, wherein  
2 said message comprises a notification,  
3 said notification comprises other customer relations management system  
4 information, and  
5 said other customer relations management system information is generated by a  
6 module generating said message.

1 80. (New) The computer system of claim 73, wherein  
2 said message defines a function, and  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

1 81. (New) A computer program product encoded in computer readable media,  
2 said computer program product comprising:  
3 a first set of instructions, executable on a computer system, configured to receive  
4 a message, wherein  
5 said message comprises customer relations management system  
6 information.

1 82. (New) The computer program product of claim 81, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 83. (New) The computer program product of claim 81, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 84. (New) The computer program product of claim 81, wherein  
2 said receiving of said command occurs at a universal queuing system.

1 85. (New) The computer program product of claim 81, wherein said computer  
2 program product further comprises:  
3 a second set of instructions, executable on said computer system, configured to  
4 perform an operation in response to receiving a command, wherein said  
5 message comprises said command.

1 86. (New) The computer program product of claim 81, wherein said computer  
2 program product further comprises:  
3 a second set of instructions, executable on said computer system, configured to  
4 reply with other customer relations management system information in  
5 response to receiving said message, wherein said message comprises a  
6 request.

1 87. (New) The computer program product of claim 81, wherein  
2 said message comprises a notification,  
3 said notification comprises other customer relations management system  
4 information, and  
5 said other customer relations management system information is generated by a  
6 module generating said message.

1 88. (New) The computer program product of claim 81, wherein  
2 said message defines a function, and  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

1 89. (New) An apparatus for inter-module communication comprising:  
2 means for receiving a message, wherein  
3 said message comprises customer relations management system  
4 information.

1 90. (New) The apparatus of claim 89, wherein  
2 said customer relations management system information comprises at least one of  
3 agent information and work item information.

1 91. (New) The apparatus of claim 90, wherein  
2 said customer relations management system information further comprises at least  
3 one of queuing information, statistical information, connection  
4 information and rule information.

1 92. (New) The apparatus of claim 89, wherein  
2 said receiving of said command occurs at a universal queuing system.

1 93. (New) The apparatus of claim 89, further comprising:  
2 means for performing an operation in response to receiving a command, wherein  
3 said message comprises said command.

1 94. (New) The apparatus of claim 89, further comprising:  
2 means for replying with other customer relations management system information  
3 in response to receiving said message, wherein said message comprises  
4 said request.



1 95. (New) The apparatus of claim 89, wherein  
2 said message comprises a notification,  
3 said notification comprises other customer relations management system  
4 information, and  
5 said other customer relations management system information is generated by a  
6 module generating said message.

1 96. (New) The of claim 89, wherein  
2 said message defines a function, and  
3 said function is one of an agent-related function, a work item-related function, a  
4 statistics-related function and an administrative function.

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**In accordance with 37 CFR § 1.121(c)(1)(ii), Appendix A provides marked up versions of the claims containing newly introduced changes.**

#### CONCLUSION

In view of the amendments set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on July 16, 2001.

*Samuel G. Campbell III* 7/16/01  
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Respectfully submitted,

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